Under-Insured Client Functionality

FAQ

Who is displayed on the Under-Insured Client Work Queue screen?
Clients who have active enrollment and do not have full MA, MIChild or Other Insurance and have had an under-insured letter sent to them in the last 6 months.

Who is NOT displayed on the Under-Insured Client Work Queue screen?
Clients who do not have active enrollment, have full MA, MIChild or Other Insurance, or have not received under-insured letter. For this reason, the filter settings are defaulted as follows:
OI Status = No and Has CSHCS = Yes

How long is a record available on the Under-Insured Client Work Queue screen?
All records are displayed on the screen for six months.
At the end of six months, CSHCS clients with active enrollment that do not have full MA, MIChild or Other Insurance are re-sent the under-insured letter. When the second letter is sent, the previous record is no longer displayed on the screen.
Additionally, all clients who lose CSHCS or obtain OI are also displayed on the screen for six months. When records older than six months are inactivated for any reason, an appropriate note is automatically added and displayed on the client Overview screen.

Will notes added by LHD users be viewable on the Under-Insured Client Work Queue screen?
Yes, all notes added by LHD users will be displayed on the screen by clicking the green plus sign.

Can LHD users search for clients who were sent the under-insured letter, but have obtained OI since?
Yes. By default, the screen will only display clients who do not have OI. Under the "OI Status" drop-down change the option to "yes" to view clients who were sent the under-insured letter is the last six months, but have obtained OI since.

Can LHD users search for clients who were sent the under-insured letter, but lost CSHCS since?
Yes. By default, the screen will only display clients having current CSHCS coverage. Under the "Has CSHCS" drop-down change the option to "no" to view clients who were sent the under-insured letter is the last six months, but have lost CSHCS coverage since.

Can LHD users view clients in all Counties?
No. LHD users can only view clients in their assigned Counties.

In what sort order are client records displayed on the Under-Insured Client Work Queue screen?
Records are sorted and displayed in the following order:
1. First, Follow-up date (records where this date is current system date or in the past will be the displayed at the top)
2. Next, Last Comment Date in ascending order (record where this date is not available will be displayed before those where this date is available)
3. Last, Letter Sent Date in ascending order

Why is an LHD user not able to see the 'Begin Work' button for some clients?
If another authorized LHD user is working on a client at the same time, then the logged in LHD user will not see the 'Begin Work' button until the other user has saved the record and stopped working on that client.